Central Christian College of Kansas
Job Description: Director of Financial Aid

Mission Statement: Christ Centered Education for Character

Unit or Department: Office of Financial Aid

Position Title: Director of Financial Aid

Mission of the Position: Provide leadership, accountability, and daily management of the Financial Aid Office. Create and maintain an attitude of quality customer service to students, families, and partners. Maintain regulatory compliance and protect the integrity of the financial aid services of the College.

Summary of the Position: Provide direction for the daily operational functions of the Financial Aid Office. Coordinate efforts with the Assistant Director to assure best practices and regulations are followed for all students receiving financial aid. Oversee Financial Aid staff to build efficiencies and scalability for financial aid functions and services provided to students and partners.

Staff Relationships:

Reports to: Senior Vice President
Supervises: Financial Aid Staff
Hired/appointed by: Provost

Salary/Benefits: Negotiable with experience, plus Full Benefits (Vacation, Health Insurance, Retirement, Life Insurance)

Respond to: lenny.favara@centralchristian.edu (Provost). Please include Resume and Statement of Faith.

DUTIES AND RESPONSIBILITIES, ONLINE PROGRAMS:
Operational Oversight

- Oversee full-service financial aid processing, including document collection, budgeting, awarding, FAFSA verification, and loan certification for college related programs.
- Monitor student Satisfactory Academic Progress for all students.
- Review financial aid eligibility for students and allocate funds to students accordingly.
- Provide leadership and direction around processes related to the disbursement of funds.
- Review return of title IV calculations.
• Demonstrate attitude of quality “customer service” to students and families.
• Maintain current knowledge of federal and institutional policies and procedures regulating student aid.
• Present material related to financial aid and/or Central Christian College of Kansas to various audiences.
• Manage processes to allow for efficient and accurate processing of financial aid.
• Complete annual, quarterly, and monthly audits and reconciliations.
• Maintain compliance with all regulations.

Policy and Planning Participation
• Oversee the development and implementation of policies and procedures which ensure the successes of all functions of the financial aid awarding process including:
  o Preparing and delivering financial aid awards to students in an effective manner.
  o All aspects of financial aid processing including document collection, budgeting, awarding, FAFSA verification, and loan certification.
  o Counseling to students and families through each step of the financial aid process.
  o Develop a communication plan for students and families through each step of the financial aid and students finance model.
• Manage staff to provide insight and leadership, regarding various functions including (but not limited to): Compliance review, communications, systems review, and budget discussions.
• Develop strategies for new and returning students which promote sound financial planning for the purpose of successfully financing the academic goals of each student.
• Provide data for key performing indicators.

Collaboration
• Coordinate financial aid functions with appropriate offices and recruitment vendor(s), as it relates to financial aid.
• Work closely with the Business Office to communicate current practices for student bill payment.
• Coordinate communication with Admissions, Student Services and Advising to ensure they accurate information and contacts to help students make solid financial decisions.

Team Management and Supervision
• Hire, train, and supervise Financial Aid staff in the essentials of customer service, student outreach, student financial planning, and the necessary elements of federal and state financial aid compliance.

• Provide leadership, training, and accountability for financial aid staff as they work with prospective students with application to graduation.

• Provide technical training and guidance.

Other Duties
• Provide on-site leadership support with partners.
• Perform other duties as assigned by the appropriate Vice President.

MINIMUM REQUIREMENTS/QUALIFICATIONS
• Bachelor’s Degree required.
• Knowledge of federal and state Financial Aid regulations required.
• Minimum 5 years successful experience in college financial aid or other finance-related or data management experience, particularly in an educational environment.
• Strong customer service aptitude and ability to motivate staff.
• Ability for critical and logical thinking, good judgement, and problem solving.
• Strong leadership and organizational skills.
• Ability to present material related to financial aid and/or Central Christian College of Kansas to various audiences.
• Aptitude to effectively utilize computerized administrative information and date processing system.
• Provide solutions for delivering quality service to students.
• Ability to work independently and as part of a team.
• Maturing relationship with Jesus Christ.

Critical Skills for this Position:
• Proficient in Excel, PowerPoint, Word, Microsoft Outlook, Network Drives, Remote Network Access (H: drive access off campus, VPN,) and Administrative software (CAMS).

Physical demands of the position
• Repetitive motions sitting at keyboard
• Rising and sitting repeatedly
• Ability to lift 25 pounds
• Ability to lift, pull, grasp, stoop, and reach within an office environment
• Ability to sit for extended periods of time
• Ability to speak and hear

Assessment schedule: Position assessed after the initial 90 days, and then annually

Attitude and demeanor of all employees:
As part of a work environment that highly values Christian education, educational excellence and service to students, all members of the community will:
  • Publicly support the mission of Central Christian College of Kansas
  • Communicate effectively with warmth, sensitivity, and understanding as s/he deals with administrative colleagues, teachers, students, parents, faculty, college personnel, and program Assistants.
  • Work as a team member in a professional environment.
  • Possess a “service attitude” (willingness to be flexible to meet the needs of the department.)
  • Have a professional physical appearance (appropriate clothing, personal hygiene, etc.)